



TRICARE
MANAGEMENT
ACTIVITY

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NOV 22 2000

MEMORANDUM FOR SURGEON GENERAL OF THE ARMY
SURGEON GENERAL OF THE NAVY
SURGEON GENERAL OF THE AIR FORCE

SUBJECT: Reporting Procedures on the Activation of the Composite Health Care System
Managed Care Program Module


Reference: Policy memorandum subject: Activation of the Composite Health Care System (CHCS) Managed Care Program Module dated October 27, 2000.

Per the reference policy memorandum, the Services have been directed to fully utilize the Managed Care Program (MCP) Health Care Finder (HCF) module to book all patient appointments instead of the Patient Appointment System (PAS) program of CHCS by 15 January 2001. This policy memorandum provides the Services additional guidance on reporting procedures of Military Treatment Facilities (MTFs) performance in that endeavor.

As stated in the referenced memorandum, the TRICARE Management Activity (TMA) personnel, specifically the TRICARE Operations Center (TOC) staff has developed a report that can provide information showing the degree of utilization of the MCP Module of the CHCS to make appointments. This report is entitled the CHCS MCP Utilization Report. The report compares the percentage of appointments booked in MCP HCF with the percentage of appointments made using the PAS of CHCS. To gain the information that is reflected on this report, our TOC must be granted access to the subject MTF's CHCS host's Appointment Audit file. Attachment 1 shows a sample report for a single Service specific MTF and attachment 2 provides a total listing of each Service's MTFs' percentage of appointments booked using MCP HCF. The attachment 2 only lists those MTFs allowing TOC access to their CHCS hosts.

To facilitate complete central reporting, Service headquarters must grant permission to the TMA TOC to access missing MTFs' CHCS hosts for the required information. If no access is granted TMA will require each Service to continue to manually report this information on the missing MTFs on a bi-monthly basis until full MCP utilization is achieved. Starting December 1, 2000, these reports, as listed in attachment 1, will be listed on the TMA TOC website at <http://www.tricare.osd.mil/tools/>. Updates will be provided on a weekly basis. Each Service is encouraged to coordinate missing MTF CHCS host access with Major Steve C. Hill, Chief, TRICARE Operations Center at (703) 681-0064, DSN 761-0064, or e-mail at: steve.hill@tma.osd.mil.

If further MCP technical support and assistance are needed, the respective Service's Military Department CHCS representative should be contacted. The point of contact for full MCP utilization is Lieutenant Colonel David J. Corey, (703) 681-1740, DSN 761-0039 or e-mail: david.corey@tma.osd.mil.



H. James T. Sears, M.D.
Executive Director

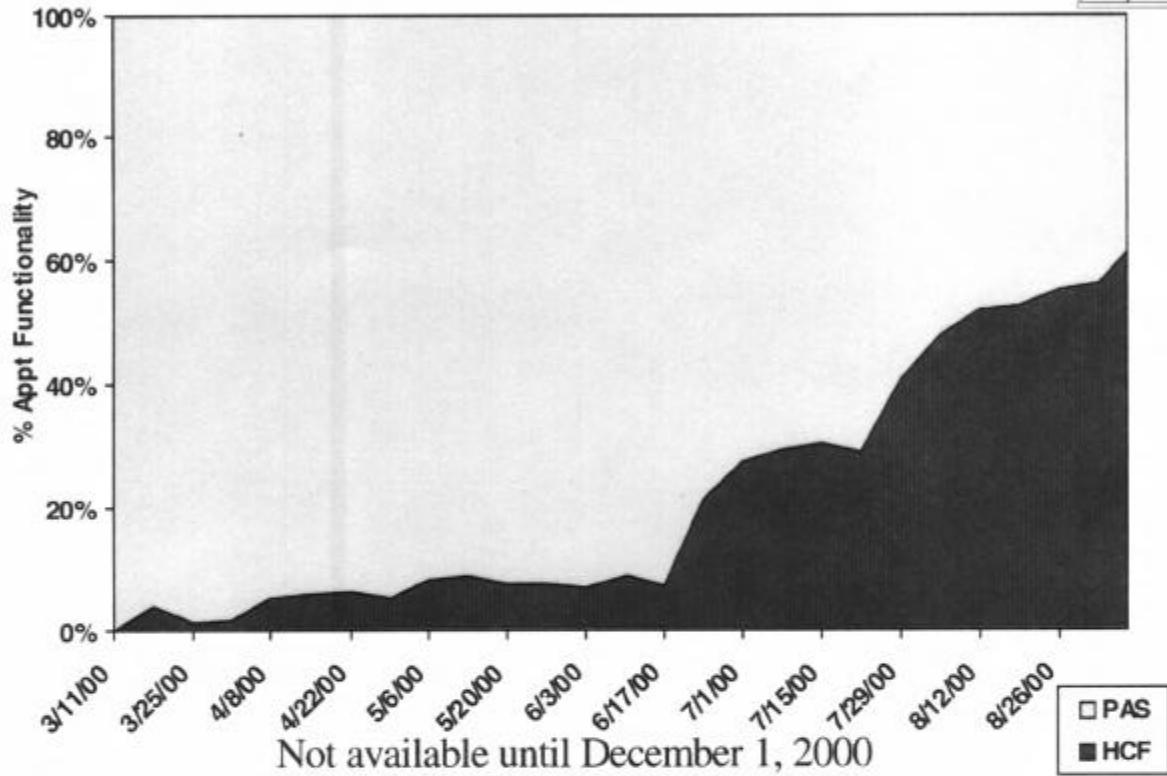
2 Attachments:
As stated

cc:
TRICARE Lead Agents

Sample MCP Utilization Report

NH
Camp Pendleton

All Clinics



SAMPLE

MCP Utilization Aggregate Report

Service: **Navy**

Purpose of this Report: Is to assist each Service track the progress of their MTF's to fully utilize the Managed Care Program (MCP) Health Care Finder (HCF) module to book all patient medical appointments instead of the Patient Appointment System (PAS) program of Composite Health Care System (CHCS). The goal is to maximize use of MCP is for the successful many optimization initiatives to include appointment standardization and primary care manager by name.

Description of the Report: This report compares the percentage of appointments booked in MCP HCF with the percentage of appointments made using the PAS of CHCS. The percentage listed on this report reflects the actual percentage of all appointments booked at a facility using the MCP HCF module of CHCS.

How this Report is Prepared. To gain the information that is reflected on this report, the TMA TOC gained access to the listed MTF's CHCS host's Appointment Audit file.

Questions about this Report: Can be directed at Major Steve C. Hill at the TRICARE Operations Center at (703) 681-0064, e-mail: Steve.Hill@tma.osd.mil or at Lieutenant Colonel David J. Corey, (703) 681-0039m e-mail: David.Corey@tam.osd.mil.

<u>MTF Name</u>	<u>MCP Utilization Percentage</u>
MTF A	40
MTF B	56
MTF C	67
MTF D	78
MTF E	98
MTF F	23
MTF G	34
MTF H	43
MTF I	56
MTF J	09
MTF K	75
MTF L	39
MTF M	23
MTF N	12
MTF O	96
MTF P	95
MTF Q	97
MTF R	85
TOTAL 18 NAVY MTFs	TOTAL NAVY SERVICE PERCENTAGE = 57

SAMPLE